

**Department of Information Services
CUSTOMER ADVISORY BOARD
August 27, 2001
Meeting Minutes**

Attending:

Thomas Bynum, Chair, Employment Security Department
Gary Schricker, Vice-Chair, Department of Health
Jim Albert, Office of the Attorney General
Brian Backus, Office of the Administrator for the Courts
Tom Clarke, Office of the Administrator for the Courts
Sue Fleener, Department of Licensing
Mike Gray, Department of Corrections
Bob Griesel, Office of Financial Management
Phil Grigg, Department of General Administration
Marla Kentfield, Office of the State Treasurer
Sarah Marlowe, Department of Revenue
Shannon Marshall, Department of Retirement Systems
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Bill O'Brien, Department of Transportation
Wolfgang Opitz, Office of Financial Management
Clark Palmer, Washington State Patrol
Herb Potter, City of Olympia
Patty Prouty, Office of the Secretary of State
Christy Ridout, Department of Social & Health Services
Ron Seymour, Department of Financial Institutions
Susie Smith, Office of the State Auditor
Romeo Solis, Health Care Authority
Mike Stack, Community, Trade & Economic Development
Doug Tanabe, Department of Personnel

DIS Staff:

Lance Calisch, Computer Services Division
Stan Ditterline, Management & Oversight of Strategic Technologies
Gail Douglas, Management Services Division
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Andy Hix, Management & Oversight of Strategic Technologies
David Koch, Management & Oversight of Strategic Technologies
Ellen Langley, Director's Office
Andy Marcelia, Management & Oversight of Strategic Technologies
Laura Parma, Interactive Technologies
Sandra Salzer, Communication Services
Shannon Whiteaker, Communication Services

Welcome and Introductions:

Thomas Bynum, Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Subcommittee Reports:

Human Resources – Doug Tanabe, Department of Personnel (DOP) reported on the E-learning application at the Department of Personnel. There are now over 1400 courses on-line that will be available through Access Washington. An administrative process application was developed that will allow DOP to track and upload employee training data profiles. DOP hopes to pilot the E-learning application with four state agencies this month and hopes to be in production by the end of September 2001. An update will be provided at the next CAB meeting.

Infrastructure – Phil Grigg reported that the Infrastructure Committee has not met due to holiday/vacation schedules.

Mr. Grigg reported that the Windows 2000 Steering Committee has been active. Agencies joining include ESD, GA, DOP, EMD, DSHS, and L&I. The project is in production at DSHS, and DOT will be joining the statewide forest. DIS has a draft service level agreement available for those agencies that wish to join. All approved documents are posted at <http://www.wa.gov/win2k/>.

State/Local Government – No report available.

Enterprise Management Group Update – Wolfgang Opitz, Office of Financial Management and Chair of the Enterprise Management Group (EMG) gave an overview of the structure and charter of the new EMG, formerly the Deputy Director's Group. The EMG intends to build upon their previous success and leadership and has identified several key areas of interest for the upcoming year: security and audit issues, risk management, legislatively-mandated review of purchasing as it relates to acquisitions, and service to the external customer.

The issues will be examined in the following order:

- 1) approach to technology purchasing – a report is due to the Legislature by the end of December 2001.
- 2) risk management
- 3) security audits
- 4) human resource operations/statewide system issues

The EMG will not limit its focus to only technology issues, but plans to emphasize the business operations of government, using technology as an enabler where appropriate.

Thomas Bynum said the CAB is eager to participate in the process.

Technology & Digital Government Pool Update – Stan Ditterline, Department of Information Services, gave an update on the digital government

revolving pool (\$5 million), available to those agencies that have the dedicated fund capacity to provide their own revenue, and the technology management pool (\$7.5 million), available to agencies that have no dedicated fund capacity to provide their own revenue. To date, DIS has received 40 decision packages totaling requests for approximately \$4.2 million from the digital government pool, and \$15.5 million from the technology management pool. DIS is currently reviewing the decision packages and will make recommendations to OFM by September 7, 2001 in preparation for a DIS/OFM meeting September 12, 2001 to prioritize the requests. The allocation of funds will take place by the end of September 2001.

Wolfgang Opitz cautioned that the \$5 million in the digital government pool is only an appropriation, not cash, but that the \$7.5 million in the technology pool is actual money.

Model IT Contracts Update – Erika Lim, Department of Information Services, gave an update on the status of the Model IT Contracts. There have been a number of statute and technology changes that outdate the model contracts adopted by the Information Services Board in 1996. There has also been a large body of case law adopted since that time.

The portfolio page <<http://www.wa.gov/dis/portfolio/index.htm>> contains the 1996 policy and four model drafts in the areas of equipment, software, purchased, and personal services. OFM has reviewed and concurs with the drafts, as well as the Attorney General's Office and the state IT contracts workgroup. There is also a new table of required terms. All will be on the ISB agenda for approval at its September 13, 2001, meeting.

Edits and comments should be directed to Ms. Lim.

Mr. Tanabe asked if there are issues with implementation once the ISB adopts the new contracts, and potential issues for those agencies who are currently using the 1996 contracts. Ms. Lim advised anything negotiated after the adoption date should use the new model; anything in progress can continue to use the 1996 model contracts. Contract amendments should follow the new updates.

Security Verification Letter – Mary Lou Griffith, Department of Information Services, gave an update on verification letters required by the new security policy adopted by the ISB in October 2000. Agencies must establish a security program and must submit a verification letter to the ISB Chief of Staff by October 6, 2001. Ms. Griffith supplied a copy of the letter template which will be posted on the portfolio page <http://www.wa.gov/dis/portfolio/> by Wednesday, August 29 and was also distributed to the CAB listserv August 27.

Research and Advisory Services Update - Mary Lou Griffith, Department of Information Services, said three contracts are currently available for use by agencies: Faulkner, Robert Francis, and Gartner Group. Mary Lou thanked

Denise Christianson of DSHS who prepared a one-page summary of the service offerings that was distributed to the CAB. There are currently 13 state agencies and a number of local jurisdictions using the research services contracts.

Digital Academy E-Licensing – Glen Tapanila for Dave Kirk, Department of Information Services, said the Academy E-licensing class is about half completed, with eight agencies and nine teams participating. E-Licensing is focused on creating business applications which allow customers to apply for, purchase, and renew licenses over the web. The class will complete in mid-October. Participating entities include: DOL, L&I, DFI, Secretary of State, Office of the Insurance Commissioner, state of Oregon, and city of Seattle. The Academy is updating their web site with presentation materials and templates at <http://www.wa.gov/dis/e-gov/academy/eLicense.htm>.

Shana issues – Mr. Tapanila explained the ongoing Shana Corporation issues surrounding e-forms software and browser compatibility. At this time, issues with Internet Explorer and Netscape appear to have been resolved. An outstanding issue remains with printing – older Hewlett Packard and Lexmark printer drivers won't print borders and shading. A September 10, 2001, meeting is scheduled with Shana to determine the next steps.

Digital State Survey Update – Erika Lim, Department of Information Services, said that three of the four components of the digital state survey have been completed and submitted to date. The fourth and last installment of the survey will be released this week and responses are due in approximately four weeks. As of the second installment, Washington ranks second overall with a cumulative score of 359.66 points, with Illinois leading with a cumulative score of 359.90 points.

Digital Government Plan Release 3 Update – Andy Hix, Department of Information Services, said the Digital Government Plan 3 release is almost complete and due to go to the printer and the end of October. This is the completion of the digital government "trilogy", and features an intensive look at infrastructure, featuring 40 architectural elements that are described in detail. The plan reviews what has been done to date and looks forward to preparing agencies for the Internet age. Included are the Statewide Strategic Plan and the Digital Government Readiness Guide that intends to help agencies release applications on the Internet.

The list of applications published in the Digital Government Plan Release 2 will now be posted to the Internet and not published in this release of the plan. Available through Inside Washington, this allows agencies to update the list of applications as they are finalized. However, if agencies feel they have applications that are especially compelling they should contact Ms. Hix and they will be considered for highlight in the printed plan.

The primary audience of the plan is agencies, legislators, and other states. The Digital Government Plan Release 3 will be presented to the ISB at its September

meeting. The CAB has helped shape its content through a review of the Strategic Plan earlier this year. The Digital Government Plan Release 3 will also be posted on the web site, concurrent with the printed release.

New Business

Thomas Bynum introduced and welcomed Mike Stack, new CTED IT Director, and congratulated him on his appointment to the position.

Herb Potter requested an update on the status of the current situation with the Microsoft Select agreement changes. An update will be given at the next meeting.

Thomas Bynum asked the CAB for feedback on specific issues the CAB should be addressing in the upcoming year. Doug Tanabe commented that CAB members should be sure their EMG representatives have a clear understanding of the issues involved in preparing the technology purchasing report due to the Legislature.

Meeting adjourned at 2:35 p.m.